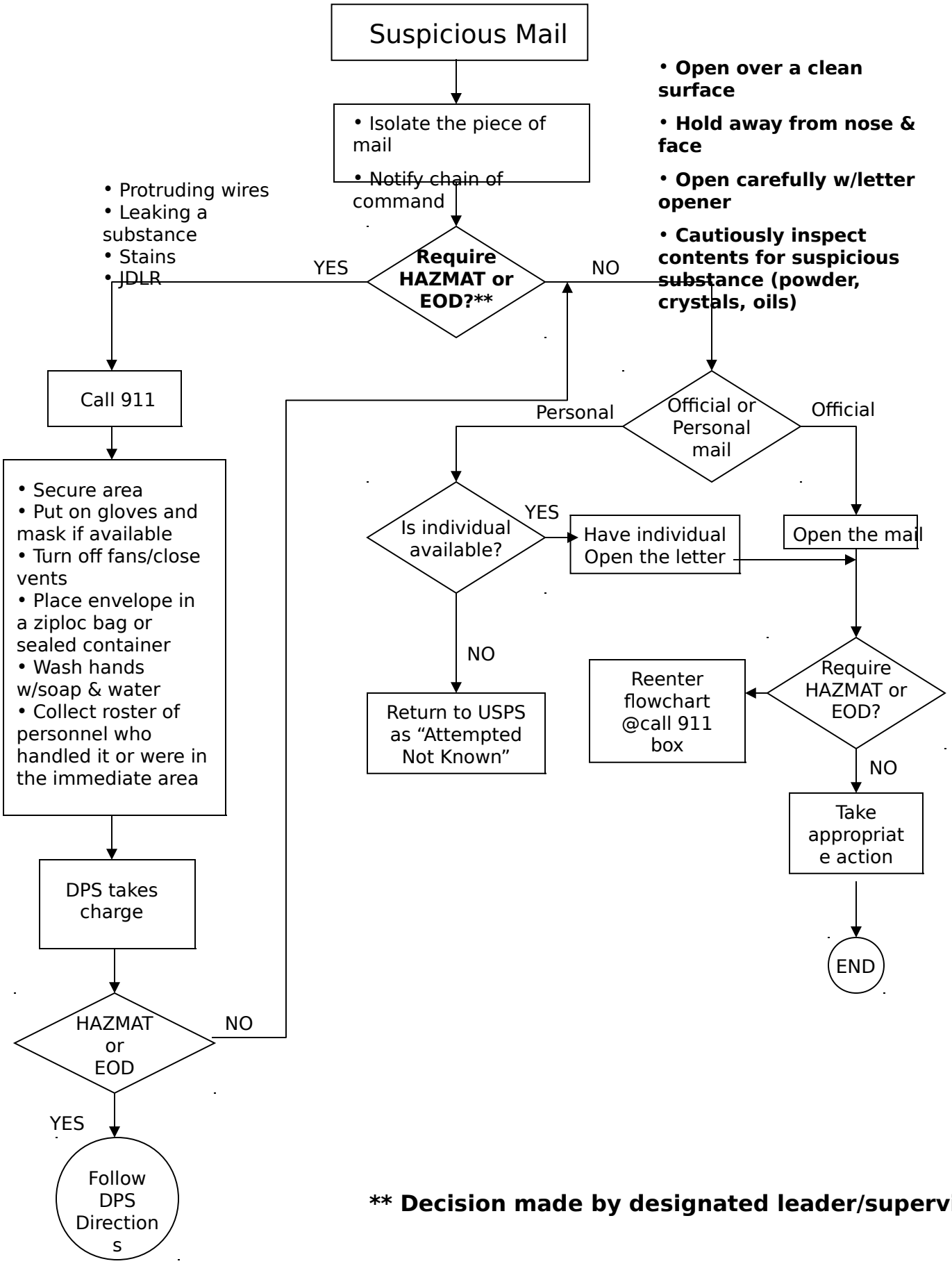
Suspicious Mail
• Isolate the piece of mail
• Notify chain of command
• Protruding wires
• Leaking a substance
• Stains
• JDLR
YES
Require HAZMAT or EOD?**
NO
• Open over a clean surface
• Hold away from nose & face
• Open carefully w/letter opener
• Cautiously inspect contents for suspicious substance (powder, crystals, oils)
Call 911
Official or Personal mail
Personal
Official
• Secure area
• Put on gloves and mask if available
• Turn off fans/close vents
• Place envelope in a ziploc bag or sealed container
• Wash hands w/soap & water
• Collect roster of personnel who handled it or were in the immediate area
Is individual available?
YES
Have individual Open the letter
Open the mail
NO
Return to USPS as "Attempted Not Known"
Reenter flowchart @call 911 box
Require HAZMAT or EOD?
NO
Take appropriate action
END
DPS takes charge
HAZMAT or EOD
NO
YES
Follow DPS Directions
** Decision made by designated leader/supervi